

# ATTACHMENT K

## PERFORMANCE MATRIX

<b>Desired Outcomes</b>	<b>Required Service</b>	<b>Performance Standard</b>	<b>Monitoring Method/Frequency</b>	<b>Incentives/Disincentives for Meeting or Not Meeting the AQL</b>
Provide armed security guard services at <b>USPTO HQ at Alexandria, VA, and Arlington, VA,</b> 24 hours a day, 7 days a week, 365 days a year	<b>Entrance Control</b>	IAW the SOW, CGIM and USPTO orders. Guards must respond to information requests immediately. Guards must examine packages and individuals for contraband. Review of identification is timely, accurate and complete. A daily report is submitted to the Supervisor identifying any packages, etc. that contained inappropriate items.	Periodic observation and random testing by the COTR.  Acceptance of the report.	Deduction of \$500 of the contract invoice for every occurrence that illegal items/contraband is allowed into USPTO space.  Deduction of \$100 from the contract invoice for every day the report is late.  The Contractor's performance (positive and negative) shall be documented in evaluation reports.
	<b>Fixed Posts Properly Staffed</b>	IAW the SOW, CGIM and USPTO orders. Fixed Posts shall be manned at all times. Guards must be knowledgeable of all information and procedures in post orders and other related documents.  Guards must notify the Supervisor immediately of all incidents, and shall submit an incident report to the Supervisor within 1/2 hour. The Supervisor must notify the COTR and provide a copy of the report to the COTR the next duty day. The report must be complete and accurate.	Periodic observation by the COTR. >>>>>>>>>>>>  Acceptance of the report.	For any portion of the first hour and every hour that a post is unattended, there will be a deduction of \$200 from the contractor invoice.  For every day the referenced report is late, \$100 will be deducted from the contract invoice.  The Contractor's performance (positive and negative) shall be documented in evaluation reports.
	<b>Roving Patrols Properly Staffed</b>	IAW the SOW, CGIM and USPTO orders. The guard shall immediately report to the Supervisor any deficient areas through the building (hazardous conditions, etc.).  By the end of the guard shift, a report shall be submitted to the Supervisor. The report must be accurate, complete and timely. Hazardous conditions are reported immediately to bldg management and the on duty supervisor.	Periodic observation and surveillance by the COTR.  Acceptance of Report by the COTR.	For any portion of the first hour and every hour that a post is unattended, there will be a deduction of \$200 from the contractor invoice.  For every day the referenced report is late, \$100 will be deducted from the contract invoice.  The Contractor's performance (positive and negative) shall be documented in evaluation reports.

